

Americans With Disabilities Act (ADA)

1. Americans With Disabilities Act (ADA) Complaints

Under the Americans With Disabilities Act, individuals with disabilities must have access to all city services, programs, activities and facilities. Any person believing that such access is not available at a city of Gulfport facility or program should contact the Human Resources Manager at 228-868-5831 or the ADA Coordinator at 228-868-5740. For property not associated with the city of Gulfport, call the Mississippi Attorney General's Office 601-359-3680 or Department of Justice ADA Information Line (1-800-514-0301/voice or 1-800-514-0383/TTY). [Go to top of page.](#)

2. Department facility access

The ADA requires that city programs, services and activities be accessible to and usable by people with disabilities. Services must be accessible even though facilities may not meet all new accessibility standards.

City facilities include buildings, rights-of-ways, sidewalks, curb ramps, parking lots and more. Contact the ADA Coordinator if you have a concern about the accessibility of a city facility. [Go to top of page.](#)

3. Public participation in city compliance

The ADA requires that the city ensure that people with disabilities are given the same opportunities as the general population to serve on commissions and boards. It also requires that the city receive public comment on issues affecting people with disabilities.

The city welcomes public participation. Bringing program, service, activity or facility issues to the Mayor's Disability Committee is one avenue by which the public can participate.

The Human Resources Department is responsible for the Equal Opportunity side of ADA. [Go to top of page.](#)

4. You Have A Right To Accessible Programs, Services and Activities

a. Why does the city of Gulfport provide accessible programs, services and activities?

The city of Gulfport has a long history of commitment to providing accessible services to all citizens. This commitment is consistent with the Americans with Disabilities Act of 1990 (ADA), a federal civil rights law that protects qualified persons with disabilities from discrimination. Under the law, the city of Gulfport must ensure that its programs, services and activities are readily accessible and usable by qualified persons with disabilities. As a public entity, the city will reasonably modify its policies, practices and procedures to ensure the full participation of everyone. [Go to top of page.](#)

b. Who can request a reasonable accommodation?

A reasonable accommodation may be requested by any qualified person with a disability. [Go to top of page.](#)

- A person with a disability is a person who:
- Has a physical or mental impairment that substantially limits one or more of the major life activities of the person.
- A physical or mental impairment may include such conditions as:
- Visual, speech and hearing impairments; cerebral palsy; cancer; epilepsy; heart disease; muscular dystrophy; multiple sclerosis; diabetes; HIV disease; cosmetic disfigurement; tuberculosis; mental retardation; organic brain syndrome; emotional or mental illness; and specific learning disabilities. [Go to top of page.](#)

c. Major life activities include:

- Functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

d. How do I request a reasonable accommodation to participate in a city program, service or activity?

- Make your request known. Notify city staff of the desired accommodation.
- Actively engage in discussion on what is needed for you to participate in the program, service or activity.
- Work with the city to identify the accommodation(s) that best fit your needs and that which the city is able to provide.
- Coordinate with staff to ensure that the accommodation arrangements are possible and can be met in a timely fashion.

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e. Examples of some reasonable accommodations and services the city provides include:

- Documents in alternate formats such as Braille, large print, computer diskette and audio tape.
- Qualified sign language and oral interpreters at city meetings/functions, public events, interviews, etc.
- Captioning services on city-produced television programs and training videotapes.
- Accessible meeting facilities.
- Availability of city text telephones (TTY's) that allow direct contact with staff on requests/questions.

f. What should I do if I suspect my reasonable accommodation request is being denied or ignored? [Go to top of page.](#)

- Contact the Human Resource's Equal Opportunity personnel. A trained individual will review your request and determine how to best handle the situation. [Go to top of page.](#)

g. What do I do if I want to file a complaint?

- Contact the Human Resource's Equal Opportunity personnel. A trained individual will review your complaint and determine if a violation has occurred.

h. What will they do with my complaint?

- The incident will be reviewed to determine that this office has proper jurisdiction over the matter.
- If this office has proper jurisdiction, an attempt will be made to resolve the complaint with all parties to the incident.
- If a resolution is not possible, the assigned investigator will assess the case for the best course of action, which may involve an investigation.

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Links to ADA Web Sites:

http://www.fta.dot.gov/initiatives_tech_assistance/customer_service/14524_ENG_HTML.htm

<http://www.eeoc.gov/>

<http://www.access.gpo.gov/>

<http://www.usdoj.gov/crt/ada/adahom1.htm>

<http://www.dot.gov/>

http://www.fta.dot.gov/initiatives_tech_assistance/customer_service/14524_ENG_HTML.htm

<http://www.access-board.gov/>